

SERVICES METHODOLOGY & FOCUS

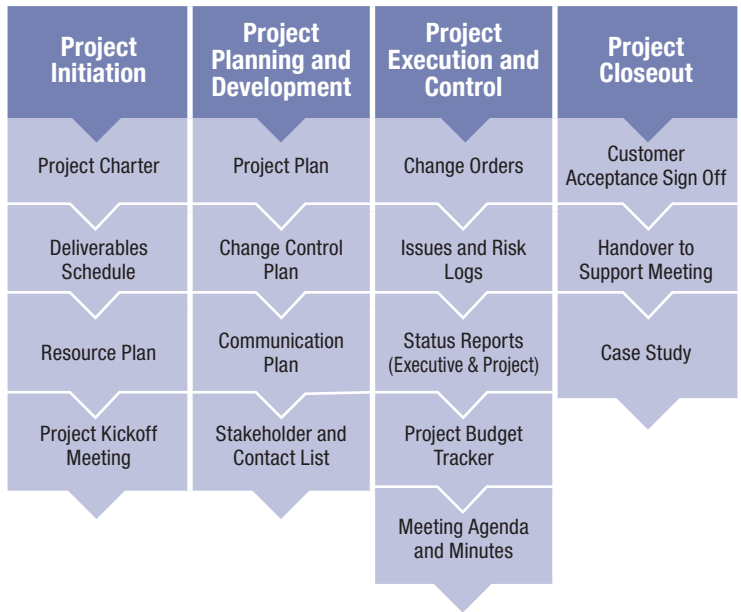
At Island Pacific we only employ people who understand retail to deliver our solution. Island Pacific has over 40 years providing full Implementation services with local & global resources.

Island Pacific deploys a structured project methodology to ensure our client's success throughout the implementation process. Island Pacific works with you to build system solutions that are designed to grow with your business.

FOCUS

- Successful implementation
- To maximize client return on investment

IMPLEMENTATION PROCESS



IMPLEMENTATION METHODOLOGY

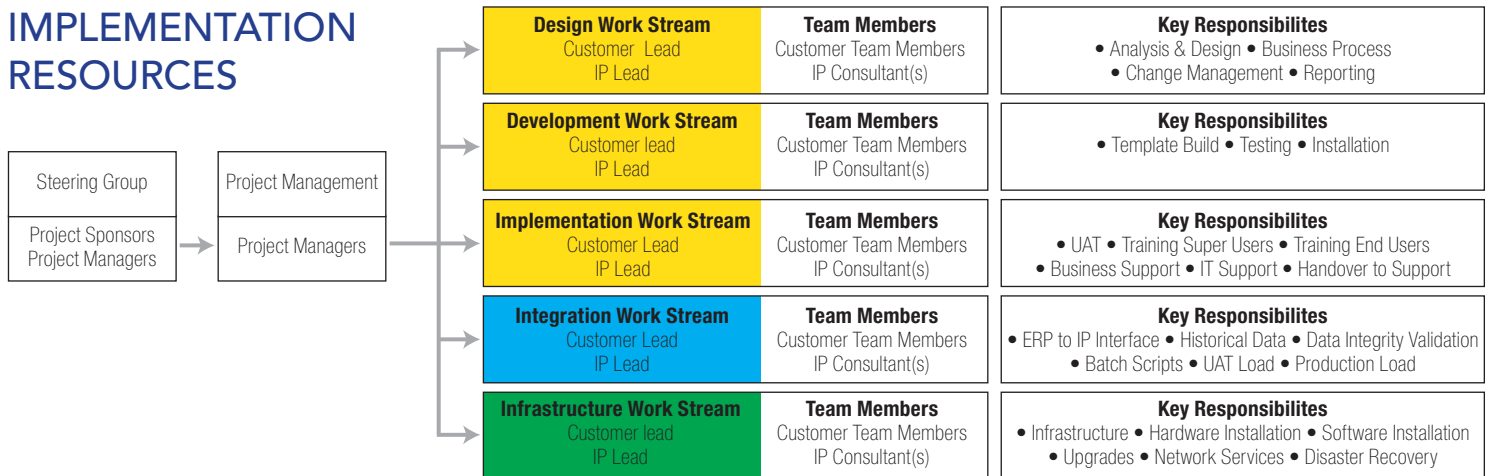
Project Phases

Kickoff	Analysis & Design	Execution & Build/UAT/Train	Go Live
<ul style="list-style-type: none"> • Implementation Background & Transition Doc • Conceptual Design Document • Internal Project Kickoff • External project Kickoff <ul style="list-style-type: none"> - Introduction of teams - Objectives & timelines agreed - Key Milestones agreed 	<ul style="list-style-type: none"> • Detailed Strategic Analysis <ul style="list-style-type: none"> - Business Process Review - Business Requirements • Functional A&D document • Technical A&D document <ul style="list-style-type: none"> - Conversions - Interfaces 	<ul style="list-style-type: none"> • Configuration • Develop Integration inc QA <ul style="list-style-type: none"> - Interfaces & Conversions • Testing <ul style="list-style-type: none"> - UAT - End to End • Training (Super User and/or End User) <ul style="list-style-type: none"> - User Docs 	<ul style="list-style-type: none"> • Go Live • Customer Acceptance Sign off • Transition to Support • Handover Meeting to Support • Post implementation Review

Project Management

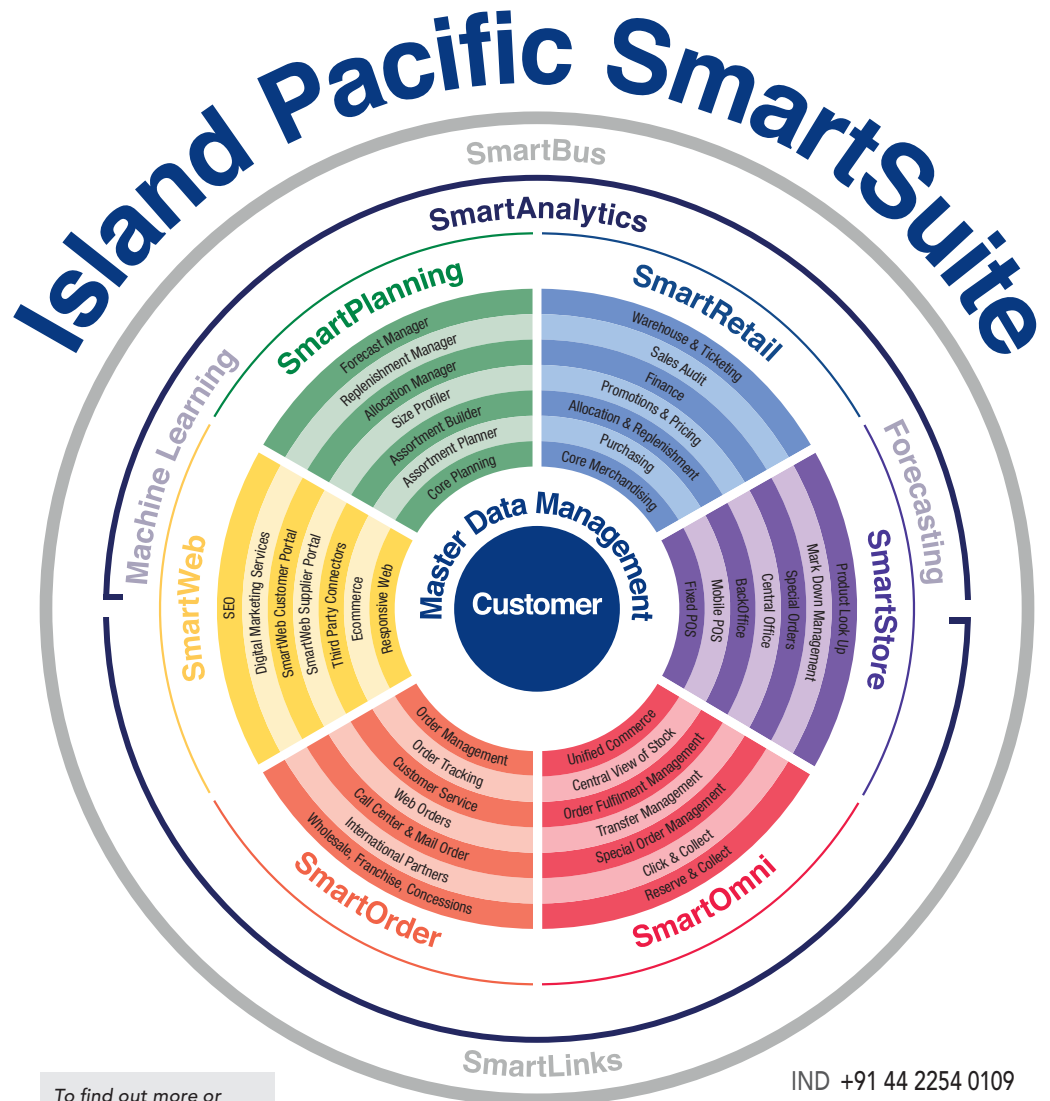
<ul style="list-style-type: none"> • Project Kickoff Doc <ul style="list-style-type: none"> - Project Governance - Communication plan - Rules & Responsibilities • Project Kickoff Deck • Initial SOW • High Level Project Plan • Customer background & Information • One Page Project Summary 	<ul style="list-style-type: none"> • Project Plan • Weekly Project Status Meeting • Issues & Task List • Risk Register • Steering Committee • Budget Tracker • Final SOW/Change Order • Meeting Minutes 	<ul style="list-style-type: none"> • Project Plan • Weekly Project Status Meeting • Issues & Task list • Steering Committee • Budget Tracker • Change Order • Meeting Minutes • Sign off UAT 	<ul style="list-style-type: none"> • Go Live Checklist • Closeout Budget • Final Status report <ul style="list-style-type: none"> - Open Issues - Additional training requirements identified • Next Phase planned as required
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IMPLEMENTATION RESOURCES



Island Pacific Resource Availability

- Project Management
- Solution Architects
- Retail Consultants
- Subject Matter Experts (SME)
- Training end users
- Super User Training
- Data Integration
- Technical services
- Programming Services including QA
- Technical Writers and Documentations



To find out more or request a demo please contact us on: